

CLAIM PROCEDURES



CUSTOMER INITIATED CLAIMS:

1. Customer Contacts AAS by calling
Toll Free 877-686-7154
CLAIMS DEPARTMENT - Ext. #2450
2. Upon completion of call with AAS Claims Department, if instructed to do so, customer takes vehicle to a proper repair facility. (Customer must protect vehicle from further damage whether or not such mechanical breakdown or failure is covered by their contract).
3. That repair facility **MUST** call AAS at # listed above to receive AAS approval for the repairs according to procedure listed below. **(Any repairs completed prior to receiving AAS approval will not be covered).**

REPAIR FACILITY INITIATED CLAIMS: *(See page 7 of contract for complete details)*

1. Repair facility must call AAS at 877-686-7154, Ext. # 2450 and allow AAS to determine validity of the contract.
2. AAS claims adjuster will determine coverage and instruct repair facility to issue an estimate of covered repairs.
3. AAS will confirm the cost of the repair as determined by ALLDATA, based on average repair facility labor rates for the zip code area and vehicle type as determined by AAS, authorize repair of covered components and labor charges, and provide the repair facility with an authorization code #.
4. AAS reserves the right to (inspect) the vehicle prior to issuing any authorization code #.

QUESTIONS??
CALL US TOLL-FREE: 877-686-7154

Customer Service - Ext. #2404 or
Claims Department - Ext. #2450



ADMINISTERED BY AAS &
MARKETED EXCLUSIVELY BY
KISS CONCEPTS GROUP

1597 Cole Blvd., Suite 200
Lakewood, CO 80401-3418
Phone: 844-857-0869, Ext. #101
Email: info@modernautoprotection.com
www.modernautoprotection.com